Oasis™ User Manual

Manufactured and marketed by:

United States:

Neuromonics Inc.
8774 Yates Dr. Unit 220
Westminster, CO 80031
Toll Free: +1-866-606-3876

www.neuromonics.com

Product protected by patents 778093 (Australia), 2004294229 (Australia), 2007254667 (Australia). 2,368,045 (Canada), ZL200480041291.3 (China), ZL200410088176.3 (China), ZL00807081.4 (China), HK1077189 (Hong Kong), 249,46 (India), 4249908 (Japan), 514,889 (New Zealand), 529,257 (New Zealand), 551,980 (New Zealand), 83502 (Singapore), 6,682,472 (USA), 7,520,851 (USA), 7,736,297 (USA), 7,850,596 (USA) and 7,854,697 (USA). Other patents pending, including Publication No. 2011/0137111 (USA).

Neuromonics is a trademark of Neuromonics Pty Ltd and Inc.

© Copyright 2012 Neuromonics Pty Ltd and Inc.

DOC No: 002-0056N Rev. 2

TABLE OF CONTENTS

USER ASSISTANCE INFORMATION 7
CLINICIAN NAME AND CONTACT INFORMATION ... 7
CLASSIFICATION 8
SYMBOLS 9
ABBREVIATIONS 10
BEFORE YOU BEGIN 11
FOR YOUR SAFETY 12
Warnings 12
Precautions 13
INDICATIONS FOR USE 14
YOUR OASIS DEVICE 15
Components Checklist 16
USING THE OASIS DEVICE 16
When To Use 16
How Long To Use 17
How To Listen 17
Tips for Use 17
OPERATING THE OASIS DEVICE 18
Powering On the Oasis device 18
Connecting the Headphones 18

Beginning and Ending a Session 19
Setting the Volume 20
Selecting a Track 22
CHARGING THE OASIS DEVICE 24
DATE AND TIME 26
Setting the Date and Time 26
Checking Date and Time 26
ADDITIONAL FEATURES 27
Sleep Timer 27
Single/Continuous Mode 27
Progressive Muscle Relaxation Track 28
CARE AND MAINTENANCE 29
The Oasis Device 29
Headphones 29
SERVICE AND REPAIR 30
TROUBLESHOOTING 31
SPECIFICATIONS 32
Physical Specifications 32
Dimensions 32
Weight 32
Functional Specifications 32

Power Specifications 32
Environmental Specifications 32
Operating Conditions 32
Storage Conditions 32
IEC 60601-1 General Requirements for Safety 33
FCC COMPLIANCE STATEMENT 33
LEGAL 34
Limited Warranty 34
Product Warranty Period 34

LIST OF FIGURES

Figure 1 – Oasis device 15
Figure 2 – Connecting Headphones to The Oasis device 19
Figure 3 – Select A Particular Track Using << and >> Buttons 23
Figure 4 – Micro USB Charging Port (Located on Bottom of the Oasis Device 25

LIST OF TABLES

Table 1 – Troubleshooting 31

Please read this manual carefully before using the Oasis device.

USER ASSISTANCE INFORMATION

Should you experience a problem with your Oasis device or accessories, please contact your clinician.

CLINICIAN NAME AND CONTACT INFORMATION

Name: _____

Contact information: _____

Classification

Equipment Function:	Treatment of tinnitus disturbance.
Degree of protection against electrical shock:	Type BF applied part.
Supply connection:	Internal rechargeable LiON battery
Battery Charger:	5 VDC, 1 A
Mode of Operation:	Continuous
Degree of mobility:	Handheld
Classification:	Class II Internally Powered
CSA Canada and USA Safety Testing :	IEC60601-1

SYMBOLS

Back	<<
Forward	>>
Up	+
Down	-
Consult instruction for use (Consulter les instructions d'utilisation)	
Caution (Attention)	
CSA	
Type BF applied part (Partie appliquée de type F)	
Double Insulation(Double Isolation)	
Warning (Avertissement)	
Temperature limits (Température limite)	
Manufacturer (Manufacture)	
Date of Manufacturer (Date de Manufacture)	

ABBREVIATIONS

A	Amperes
DC	Direct Current
F	Fahrenheit
FCC	Federal Communications Commission
Hz	Hertz
MRI	Magnetic Resonance Imaging
SN	Serial Number
USB	Universal Serial Bus
V	Volts
VAC	Volts Alternating Current
VDC	Volts Direct Current

BEFORE YOU BEGIN

You are now ready to start using your Neuromonics Oasis at home and at work in specific situations that are impacted by your tinnitus. This User Manual will help you set up and use your Oasis device.

The Oasis device has been designed to help you treat your tinnitus. There are four tracks that have been prescribed as part of your tinnitus treatment program. Your clinician has explained how to use the Oasis device, also as part of your tinnitus treatment program. When used as part of this protocol, individuals with tinnitus typically experience:

1. Relief from their tinnitus while using the Oasis device;
2. A gradual feeling of control over the tinnitus as the lifestyle effects of tinnitus are overcome.
3. 3. A gradual reduction (over several months) in the disturbance of tinnitus between listening sessions.

This manual is designed as a guide to help you remember what you and your clinician discussed. This manual discusses:

- Using the Oasis device
- Operating the Oasis device
- Charging the Oasis device

Warnings

- Federal US law restricts this device to sale by, or on the order of, a qualified clinician.
- The Oasis device may be affected by portable and mobile radio frequency communications equipment.
- Use only the Neuromonics battery charger provided. Other chargers may not provide adequate protection against electrical shock.
- This equipment is not suitable for use in the presence of a flammable anesthetic mixture with air or with oxygen or nitrous oxide.
- Permanent hearing loss may occur if the Oasis device is used at a high volume.
- If set to the maximum output level and worn for periods of time exceeding four (4) hours a day, your exposure to sound energy has the potential to exceed noise exposure limits.
- To avoid shock or injury, do not use the Oasis device in or near water or wet locations.
- Avoid using the Oasis device while driving, cycling or while performing any other activity that requires your full attention.

- The battery used in this device may present a chemical burn or fire hazard if mistreated. Do not disassemble, heat above 130°F (55°C) or incinerate.
- The Oasis device has been certified to be protected to emissions and immunity according to IEC-60601-1-2.
- Consult your clinician if you are concerned at any time about your tinnitus getting worse or if you believe you have any other side effects from the Oasis device.

Precautions

- Avoid using the Oasis device in areas that are extremely hot or cold, dusty or humid.
- Store the Oasis device carefully and keep it away from high humidity and strong magnetic fields (e.g. Magnetic Resonance Imaging [MRI]).
- Take care when handling the Oasis device, as incorrect handling or dropping the Oasis device may cause damage.
- The Oasis device can be used when the battery is being charged as long the supplied battery charger is used.
- Remove hearing aid, if applicable, before using the Oasis device.
- Use only the headphones supplied with your Oasis device. Other headphones may not transmit the

prescribed sounds that are essential for effective treatment with the device.

- If the sounds you hear seem to be unbalanced or uncorrelated, there may be something wrong with the headphones. See the section “Setting the volume” for instructions.
- Do not adjust the volume during sessions so that the music is uncomfortably loud. Contact your Neuromonics clinician if you are unable to set your device at a comfortable listening volume.
- Do not bend or crush the headphone wires or connector.
- Do not attempt to repair the Oasis device yourself. This may cause harm to you and voids the limited warranty.
- Only use accessories with your Oasis device that are supplied through Neuromonics.
- Use only the battery charger provided. Other chargers may look similar but may cause damage to your Oasis device.
- Take care not to apply excessive pressure or deform the device.

INDICATIONS FOR USE

The Oasis device is intended for the treatment of adult patients with tinnitus that have been assessed by, and are under the supervision of a qualified clinician.

YOUR OASIS DEVICE

Your Oasis device uses buttons to navigate through the menu structure and through sound files. Figure 1 shows a representative image of the Oasis device.

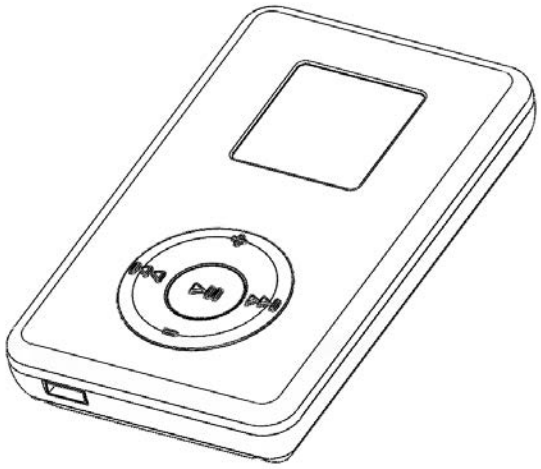

Figure 1. Oasis device

Components Checklist

The following items are packaged with the Oasis device:

- Oasis device
- Headphones
- Battery charger and micro Universal Serial Bus (USB) cable
- User Manual
- Neuromonics Tinnitus Management Handbook
- Warranty Registration Card

USING THE OASIS DEVICE

When To Use

You can use the Oasis device at any time—day or night. It is recommended that you listen to your Oasis device 2-4 hours each day, and specifically when you find your tinnitus disturbing. You may want to use your Oasis device when you are relaxing, contemplating or performing quiet tasks. The tracks have been specially selected to maximize your relaxation response, but not to be too distracting. The Oasis device can also aid the onset of sleep and help you get a good night's rest. For bedtime use, the Oasis device can be set to turn off automatically (for details, see "Selecting a Track").

Once the tracks have been heard a few times, the music tends to fade into the background of your consciousness. It may help you concentrate while reading, writing or using a computer.

How Long To Use

We recommend you use your Oasis between 2 to 4 hours each day. The guiding principle is to use your Oasis device whenever the tinnitus is disturbing you in order to condition a relaxation response to your tinnitus perception. If your tinnitus is disturbing for more than 4 hours each day, then additional usage is acceptable.

How To Listen

It is best not to consciously listen during a session. Set the volume appropriately (for details, see "Setting the Volume") when you begin a listening session, then try to place the music in the background of your awareness. This becomes easier as you become familiar with the tracks.

Once you have set the volume at the beginning of a session, try to avoid "tuning in" to your tinnitus.

Tips for Use

- Your Oasis device is small, light and designed to fit in a pocket or bag.
- If you need help with your sleep, use your Oasis device at bedtime.
- A number of conditions may temporarily make your tinnitus perception worse: colds or flu, excessive caffeine intake, medication, excessive noise (for example at a party), straining to hear quiet speech, and periods when you are highly stressed. At such times, you may need to increase the volume level of treatment to achieve the

required level of interaction (blending) with your tinnitus perception. However you should avoid using any volume level that prevents the sound from always being comfortable, pleasant, and relaxing.

OPERATING THE OASIS DEVICE

Powering On the Oasis device

If the Oasis device is powered off, press down the middle button. The Oasis device powers on to the Menu screen.

Connecting the Headphones

The sounds played by your Oasis have been exactly matched to the spectral profile of the supplied headphones to ensure your device usage is effective. Additional headphone options are available for purchase through your clinician. Headphones other than those prescribed by your clinician for use with the Oasis device are not designed to deliver the appropriate acoustic stimulus.

Plug the supplied headphones into the headphone port on the top of the Oasis device, shown in Figure 2.

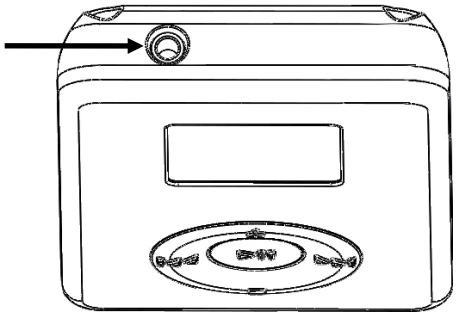

Figure 2. Connecting Headphones to tThe Oasis device

Beginning and Ending a Session

There are four Neuromonics customized music tracks that have been programmed for your listening sessions. For more details, see "Selecting a Track."

To play a track:

1. Press the center Play button. The first track starts to play.
2. Press Play again to pause treatment.
3. To skip between tracks, press the << or >> button.

When you press play again, play resumes from the point where the track paused. If the device remains paused for five minutes, the device shuts off. If play is pressed again while off, the Oasis device starts over by playing the first track.

Setting the Volume

Do not adjust the volume during sessions so that it is uncomfortably loud. It is important to always listen at a comfortable level, even if you are still able to hear your tinnitus.

Each time you press PLAY at the start of a session, the volume starts at a minimum volume level. This is so that you set the volume to the correct level each time you listen to your Oasis device.

- The Oasis device is designed to replace the unpleasant sound of the tinnitus with a pleasant external sound. Set the volume at a level that is comfortable, but provides as much relief from the tinnitus as possible. Don't be afraid to use more volume if you need it for relief however, the treatment always needs to be pleasant and relaxing. Listening at higher volumes can take away from the relaxing aspects and can become frustrating.

During musical quiet periods, you may notice a pleasant background noise. This has been added to provide a high level of interaction with your tinnitus. At other times, depending on the phase of treatment, this sound may not be present.

It is important to set the volume only when you initially switch on the Oasis device. Do not adjust the volume again during the session unless it becomes uncomfortably loud.

If the sounds you hear seem to be unbalanced or uncorrelated, there may be something wrong with the headphones. Check that you have placed them in the correct ears. Also check that they are both working by listening to one at a time. If you feel there is a problem with the headphones, please contact your clinician.

To adjust the volume:

1. Press the +/- buttons on the Oasis device. See Figure 1. Each time you press a button, the volume increases or decreases incrementally.
2. Press the desired button until you reach a volume comfortable for you.

Selecting a Track

Each of the four music tracks lasts for approximately 60 minutes. You may prefer to listen to a variety of track or to a single track several times. You may find some tracks are more appropriate for certain listening times, for example when you are going to sleep or when you are working.

To select a particular track, press the << or >> buttons. Repeat until you reach the desired track, indicated on the Oasis device screen. See Figure 3.

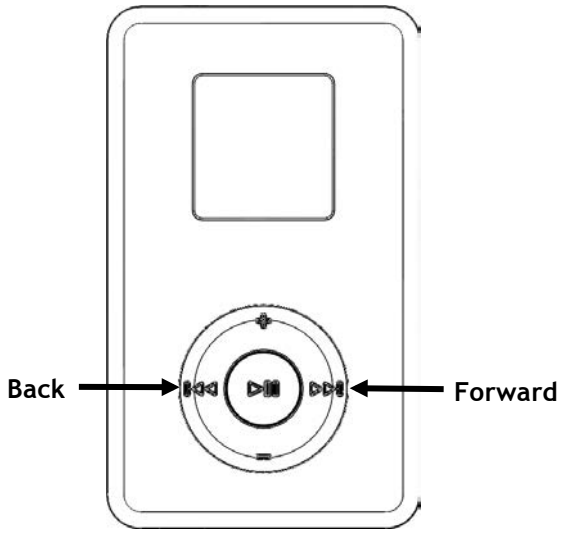

Figure 3. Select A Particular Track Using << and >> Buttons

- If you select SINGLE mode, the selected track plays through once, then fades out and ends. You may wish to use the SINGLE setting when using the Oasis device to help fall asleep.
- If you select CONTINUOUS mode, the entire track list plays continuously until you press Play/Pause or turn off the Oasis device. For example, track 2 follows track 1, Track 3 follows track 2, and so on. When track 4 finishes, track 1 begins again, and the sequence continues.

CHARGING THE OASIS DEVICE

Use only the Neuromonics battery charger provided. Other chargers may not provide adequate protection against electrical shock or may damage your device. The Oasis device is supplied about halfway charged and should be charged upon receipt.

It is recommended that you charge your device daily.

When battery power is getting low, the battery indicator on the screen starts to blink on and off while you are using the Oasis device. You have a few hours of usage time from when the battery indicator begins blinking. Following this, the device stops playing and shuts down. You need to recharge your device before you use it again. You can use the Oasis device while it is being charged as long as you use the supplied battery charger.

Use the battery charger provided. Other chargers may look similar but may cause damage to your Oasis device.

To charge the Oasis device:

1. Plug the supplied power cord into a power outlet.
2. Insert the charger plug into the Oasis device micro USB charging port (Figure 4).

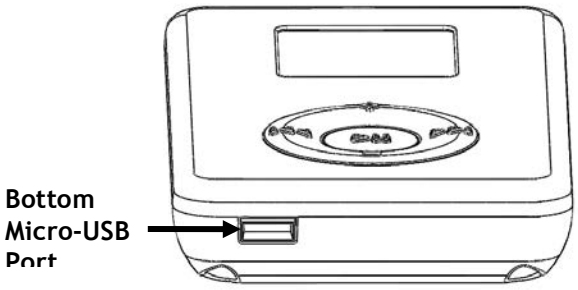

Figure 4. Micro USB Charging Port (Located on Bottom of the Oasis Device)

3. Plugging the charger into the device automatically starts charging the Oasis device. You can verify this by viewing the "Charge Battery" icon on the main screen. Battery charging can take up to 10 hours. When charging is complete, the batter icon fills in completely and the normal charged icon will appear on the screen.
4. Disconnect the charger and unplug from the power outlet.

DATE AND TIME

Setting the Date and Time

To set the date and time:

1. Press and hold the Play button until the set-up menu appears (approx. 5 seconds).
2. Using the +/- buttons, scroll down until the Set Date/Time Menu is highlighted.
3. Press the center Play button to access the Date/Time Menu
4. In the Date field press the +/- keys until the desired month is selected. By using the << and >> buttons, you can move to the Day field and repeat step number 4 to achieve the desired day.
5. Repeat step 4 to change the year.
6. To complete setting the time, return to the setup screen by advancing to the "Setup Menu" item, and then press the center button to return.

Note: The Oasis device will automatically return to the main screen if no action is taken for approximately 30 seconds.

Checking Date and Time

The current date and time is displayed on your home screen.

ADDITIONAL FEATURES

Sleep Timer

The Oasis device comes with a sleep timer so that you can play the Oasis device for 5 minutes up to 120 minutes.

To change the sleep timer:

1. Press and hold the center Play button for approximately 3 seconds to access the set-up menu.
2. To select the Sleep Timer Menu, press the << or >> buttons until the Sleep Timer is highlighted. By pressing the << or >> buttons, the Sleep Timer will change from 5 to 120 minutes.
3. Select the desired sleep time, then scroll down to return to the Setup Menu.

Note: The Oasis device will automatically return to the main screen if no action is taken for approximately 30 seconds.

Single/Continuous Mode

The Oasis device allows you to play your tracks in either a continuous fashion or a single time only. When selecting Continuous, the track sequence will repeat after the final track and start at the beginning once more.

To Select Single or Continuous Mode:

1. Press and hold Play for approximately 5 seconds to access the set-up menu.
2. Press the +/- buttons until the desired mode is highlighted. Pressing the << or >> button changes the mode from Single to Continuous.
3. Select the desired mode, then scroll down to return to the Setup Menu.

Progressive Muscle Relaxation Track

Your Oasis device contains a selection that walks you through the steps of a progressive muscle relaxation exercise. **These exercises can help you relax by teaching you to calm your body when you feel anxious.**

From the Utilities menu select "Play PRM".

CARE AND MAINTENANCE

Avoid using The Oasis device in areas where it is extremely hot or cold, dusty or humid.

Store The Oasis device carefully and keep it away from high humidity and strong magnetic fields (e.g. MRI).

Take care when handling the Oasis device, as improper handling or dropping the device may cause damage.

The Oasis Device

Clean only with a dry cloth.

Headphones

It is important to take good care of the headphones provided with the Oasis device. They are high quality, high fidelity headphones and have been chosen specifically because of their superior acoustic performance characteristics. Together with your customized Oasis device, these headphones ensure that you receive the optimal acoustic stimulation for your tinnitus treatment.

SERVICE AND REPAIR

Do not attempt to change the battery or open the Oasis device for any reason. The battery must be changed by Neuromonics. If you open the Oasis device, you will void the warranty.

There are no serviceable parts inside the Oasis device.

Refer all servicing to qualified Neuromonics service personnel. Please contact your clinician to organize servicing as required.

TROUBLESHOOTING

Use Table 1 to troubleshoot your Oasis device.

Table 1. Troubleshooting

If	Then
the device will not power on,	Charge the Oasis device (see the section "Charging the Oasis device"). Keeping it charged will ensure your device continues to operate. Please note: there will be approximately four hours of play time available after the blinking light begins. If it does not play after fully charging, contact your clinician.
you hear the track in one headphone only,	Check that the headphones plug is pushed firmly into the headphones port on the top of the Oasis device (see Figure 1). Make sure headphones are inserted properly in each ear. If you still cannot hear the track in both headphones, please contact your clinician.
the Oasis device stops treatment after one track,	Verify that the SINGLE / CONTINUOUS setting is set to SINGLE. Reset to CONTINUOUS (see "Selecting a Track").

SPECIFICATIONS

Physical Specifications

Dimensions: 3.9 x 2.4 x .7 in

Weight: 3.2 ounces

Functional Specifications

Power 3.6VDC, internally powered rechargeable LiON battery

Power Specifications

Battery charger input: input voltage 110–240 VAC

Input current: 0.3 amps

Input frequency: 50–60 Hz

Battery charger output: 5.0 VDC at 1 amp

Environmental Specifications

Operating Conditions

32° to 104°F (0° to 40°C)

Storage Conditions

-4° to 104°F (-20° to 40°C)

IEC 60601-1 General Requirements for Safety

Complies with:

- IEC 60601-1 Electrical Safety
- IEC 60601-1-2 Electromagnetic Compatibility

FCC COMPLIANCE STATEMENT

This equipment has been tested and found to comply with the limits for a Class BF digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

LEGAL

Limited Warranty

Neuromonics warrants that your Oasis device and headphones will be free from defects in materials and workmanship for the period specified below from the date of purchase by the initial customer.

Product Warranty Period

Neuromonics device:	12 months
Headphones:	12 months

If the product fails under conditions of normal use, Neuromonics will repair or replace, at its option, the defective product or any of its components. This is Neuromonics' sole obligation under this Limited Warranty. This Limited Warranty does not cover: a) any damage caused as a result of improper use, abuse, modification or alteration of the product; or b) repairs carried out by any service organization that has not been expressly authorized by Neuromonics to perform such repairs. Any product repaired or replaced under warranty will be returned, freight prepaid, to the customer. The cost of transporting the product to an authorized service organization will be borne by the customer.

Neuromonics provides a Limited One Year (365 days) Warranty against Manufacturing Defects for the Oasis.

If the Oasis contained a Manufacturing Defect when it was purchased from an Authorized Provider, Neuromonics, at its sole discretion, will (i) repair, (ii) replace, or (iii) provide a

Warranty Credit for the Oasis. The amount of the Warranty Credit shall be equal to the purchase price of the Oasis paid to the Authorized Provider. Neuromonics reserves the right to inspect any Product subject to a warranty claim to determine, at its sole discretion, whether the claimed defect is a Manufacturing Defect or otherwise. All Warranty Credits and Aggressive Listener Credits may be used only toward the purchase of the Neuromonics Oasis.

THIS LIMITED WARRANTY CONTAINS YOUR EXCLUSIVE REMEDIES. NEUROMONICS DOES NOT GIVE ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NEUROMONICS SHALL NOT BE LIABLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING FROM BREACH OF WARRANTY OR USE OF ITS PRODUCTS, INCLUDING, WITHOUT LIMITATION, MEDICAL EXPENSES, EVEN IF NEUROMONICS HAS BEEN ADVISED OF THE POSSIBLITY OF SUCH DAMAGES.

For further information on your warranty rights contact the supplier of your device or customerservice@neuromonics.com.

Musical recordings under license from Naxos of America, www.naxos.com. ©2001 HNH International Ltd. All rights reserved. Unlawful duplication, broadcast or public performance of the recordings is prohibited by applicable law.

Musical works and recordings under license from New Earth Records. ©2003 Shiva Shakti Music Publishing. All rights reserved. Unlawful duplication, broadcast or public performance of the recordings is prohibited by applicable law.

Musical works and recordings under license from Studio Horizon. © (P) 1990

Studio Horizon Productions Pty Ltd. All rights reserved. Unlawful duplication, Broadcast or public performance of the recordings is prohibited by applicable law.